



BOARD OF EQUALIZATION

**CUSTOMER SERVICE AND ADMINISTRATIVE
EFFICIENCY COMMITTEE MEETING MINUTES**BARBARA ALBY, COMMITTEE CHAIR
450 N STREET, SACRAMENTO

SEPTEMBER 15, 2010, 9:30 A.M.

ACTION ITEMS & STATUS REPORT ITEMS**Agenda Item No: 1****Title:** Transparency at the Board of Equalization Summary Report**Issue/Topic:**

Update on Board of Equalization's ongoing activities to become more transparent to taxpayers and the public.

Committee Discussion:

Committee Chair Barbara Alby opened the Committee meeting by introducing the agenda item and asked staff to give an update on the Transparency at the Board of Equalization (BOE) Summary Report.

Ms. Anita Gore, Deputy Director, External Affairs Department, introduced herself and Ms. Kari Hammond, Outreach Services Division, and Ms. Deborah Cooke, Legal Department. Ms. Gore then presented a summary of the BOE's ongoing activities to become more transparent to taxpayers and the public.

Ms. Gore explained that the BOE is an agency that offers transparency through open meetings and access to documents and information through a variety of means. She stated that the BOE is committed to continuous improvement in making information and activities more open and freely available to the public. To enhance transparency in the future to both internal and external audiences, the BOE will build and strengthen government and community partnerships and optimize technology.

Ms. Deborah Cooke reported that the BOE is currently working on expanding disclosure of public documents that are not yet published or available on the BOE website while continuing to protect taxpayer confidentiality. She stated the public documents that are planned for future disclosure are the remaining 10 percent of the full-length BOE Legal Opinions, BOE Audit Program Management Guidelines manual Compliance Policy Management Guidelines manual, and BOE Operations Memos and Policy Memos.

Committee Chair Barbara Alby and Board Members thanked staff for the report and commended staff for continuing to work to improve transparency to taxpayers and the public.

Committee Chair Barbara Alby adjourned the Committee meeting.

Committee Action/Recommendation/Direction:

Staff directed to work with Board Members to develop a timeline to place BOE Legal Opinions, BOE Audit Program Management Guidelines, Compliance Policy Management Guidelines, and BOE Operations Memos and Policy Memos online.

Committee Materials:

Transparency at the Board of Equalization-Summary Report

Approved: /s/Barbara Alby
Barbara Alby, Committee Chair

/s/Ramon J. Hirsig
Ramon J. Hirsig, Executive Director

BOARD APPROVED

At the September 15, 2010 Board Meeting

/s/Diane Olson
Diane Olson, Chief
Board Proceedings Division